FEDCAC

FEDERAL COMPUTER ACQUISITION CENTER

Sales Guide

GSA

FTS
GSA Federal Technology Service

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FEDCAC
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GSA

October 2000

Dear Customer:

As FEDCAC embarks on its push to encourage IT Solutions Centers to sell all of our products, we want to encourage strong partnerships between your IT Solutions Center and FEDCAC. Our goal is to ensure that the best possible information is made available to potential customers resulting in increased sales of FEDCAC products.

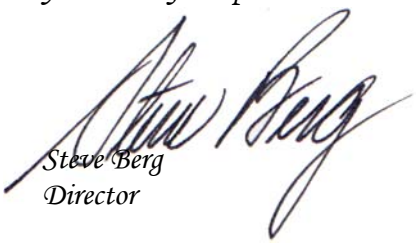
That is why we are distributing these FEDCAC Sales Guides to each of your ITMs and Contracting Officers. We know we have great products, but we have to make sure that you have all the tools available to sell these products to your customers.

In future months we will be adding more tools to your tool kit including marketing plans, promotions, brand identification and enhanced communications with our industry partners. In addition we want your feedback. We have assigned regional contacts who will speak with you on a regular basis to find out what you need from us to help sell our products.

At times you may have need of our expertise to help you over the hump with a challenging sale. Our folks can help. We are developing creative rate packages that will get our expertise at lower or no cost depending on the size of the sale you make.

All of these enhancements to the way FEDCAC does business are being developed because WE WANT YOU TO SELL OUR PRODUCTS!

I hope you find these guides useful. Please talk to the folks at FEDCAC and let us know how we can make your sales of our products smoother and easier.



Steve Berg
Director

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About the Guide

In an effort to give our Regional Client Support Centers the best information and support possible on our contract solutions, the Federal Computer Acquisition Center has produced this sales guide. We hope you find this guide an informative and useful resource. This manual is organized by contract solution, and contains appendices with useful information about FEDCAC and the task order process.

About FEDCAC

FEDCAC is a Solutions Development Center (SDC) that develops, awards and administers innovative contracting solutions to address Federal agency requirements for IT products and services. FEDCAC falls within the scope of the General Services Administration (GSA) Federal Technology Service (FTS) and is part of the Office of IT Solutions.

A Historical Perspective

FEDCAC was incorporated into the GSA in August of 1991. The organization evolved from the Air Force Computer Acquisition Center (AFCAC), which had been in existence for over 20 years. FEDCAC was chartered to provide acquisition assistance on a fee-for-service basis to agencies whose technical requirements exceeded $100 million. In 1996, the Information Technology Management Reform Act (ITMRA) was passed by Congress. ITMRA transferred approval authority over Government IT acquisitions from GSA to The Office of Management and Budget (OMB). OMB then designated GSA, and specifically FEDCAC, as an Executive Agency for Government Wide Acquisitions. This designation gave FEDCAC the authority to award and administer contracts that any agency of the Federal Government can use.

FEDCAC Support of Client Support Centers

As our sales representatives, the Regional Client Support Centers (CSCs) play a pivotal role in the success of FEDCAC. We at FEDCAC recognize that your job depends on having access to the tools you need to present customers with relevant information on IT solutions. To this end, we hope to provide you with sufficient product information to represent FEDCAC effectively. This manual is our first attempt to fill that void. FEDCAC depends on your thorough and accurate representation of our products, and plans to support your efforts for our mutual benefit.

We have embarked upon a number of changes to align our organization to better support you and the marketplace. First and foremost, we have created regional support teams to act as subject matter and task order experts. They will be knocking on your door. Let them know what you need. Other changes underway include marketing materials and an upgraded web site that places useful product information at your fingertips. We will also be working to build stronger relationships with our industry partners to help promote and market our services.

Purpose

FEDCAC
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Forging Collaborative Relationships

In addition to creating regional support teams within our own organization, FTS has undergone some recent organizational changes designed to enhance our marketing and service delivery focus. These include:

- The establishment of the FTS Office of Sales
  - The Office of Sales is responsible for developing customer-focused sales goals and strategies, both nationally and regionally. The office develops FTS national sales policies and procedures, and manages the FTS Customer Action Teams (CAT) with the goal to improve selling competencies and increased sales. With your input, the Office of Sales can help you track your clients' activities and develop product opportunities.
  - FEDCAC recently developed a direct liaison with the sales group and will work closely to develop leads for our mutual benefit. We expect this to be a valuable new resource.
- The establishment of the Center for Innovative Business Solutions within the Office of Information Technology Solutions
  - This center will promote FTS's new and emerging technology business lines, research new IT technologies, and where there is a viable business case, make these new IT technologies and solutions available for customers.
  - FEDCAC is developing a strong relationship with this valuable new resource.

Purpose

To facilitate collaboration, FEDCAC has not only developed Regional Support Teams, we have reorganized our entire operation into three distinct functional areas:

- **Acquisition**—This team provides contract award and management services and product improvement functions.
- **Consulting**—These teams provide technical expertise support to customers on a fee-for-service basis. FEDCAC's consulting teams can provide as little or as much assistance as a CSC requires, from developing a task order package through the evaluation and award phase.
- **Regional Coordination**—This team is tasked with supporting CSCs to promote the sales of FEDCAC products in the region. They will serve as subject matter experts to the CSCs on FEDCAC's service offerings, and as facilitators and collaborators to ensure regular communication between FEDCAC personnel, the CSC, and FEDCAC Industry Partners. Members of the regional coordination team will be assigned to an Office of Sales, Customer Action Team (CAT Team) to ensure constant sales lead development and follow-up for ourselves and the CSCs. They will also assure that the task order process runs smoothly.

FEDCAC's reorganization is designed to provide maximum support to the CSCs in particular, the FTS Office of Sales, and the Center for Innovative Business Solutions. A reorganization chart is included in the Appendices section of this guide. We have also included in the Appendix, an easy-to-use, laminated FEDCAC IT Solutions Summary, which lists our regional coordination team members, our IT solutions contracts, and our industry partners.

FEDCAC's Service Offerings

There are countless Government Wide Acquisition Contract vehicles on the market competing for the same client base. FEDCAC's contract solutions represent the spectrum of state-of-the-art information solution tools available to authorized users of Government Wide Acquisition Contracts. Our job is to describe these unique features and provide the tools you need so that you can match FEDCAC's contract solutions with customers' information technology needs.

FEDCAC's Distinctions

- FEDCAC provides service offerings that are leading-edge technology solutions with a track record for delivering rapid, industry-based solutions
- FEDCAC provides real and sustainable competitive advantages for its customers
- FEDCAC empowers customers with more information and more choices in today's digital economy

FEDCAC's Contract Solution advantages include:

- Hot technology offerings like Smart Card and Seat Management
- Improved time to market using streamlined, fast-track procurement procedures
- Maximum competition of task orders
- Use of the IT fund to ensure continuity of services over multiple fiscal years
- Incremental funding of task orders
- State-of-the-art performance

In addition, task orders written under these contracts are often renewed, which creates repeat business for you. FEDCAC is here to help you secure your customer's business using our products.

The FTS Information Technology Fund

FTS uses the Information Technology (IT) Fund to undertake acquisitions for client agencies. The IT fund accepts current year client funding and converts it to funds that are available for use by the agency over a 5 year period. An agency may also use annual funds to acquire services in the year that Congress appropriates the money. Complex technical requirements often take longer than one year to acquire appropriate solutions, so use of the IT fund is a very real benefit to FEDCAC's clients.

FEDCAC's Core Business

FEDCAC's core business line is the repackaging of proven industry solutions that are delivered via contracts with the private sector. FEDCAC develops solutions to meet emerging technology needs on behalf of a specific client Agency or for Government-wide use.

Purpose

FEDCAC's knowledgeable staff understands the issues facing the IT community and uses proven methodologies to provide technology-driven solutions for information systems requirements. Services offered by FEDCAC that are directly related to their core business function include:

- Acquisition Expertise
- Cost/Price Expertise
- Warranted Contracting Officers
- Experienced Project Management

FEDCAC not only awards and administers IT Solutions contracts, they provide support to clients by offering the following technical expertise to CSCs to support the sale of FEDCAC's Information Technology Solutions Contracts:

- Requirements Definition Consulting
- Task Order Award Consulting

The value added benefits of using FEDCAC consulting expertise includes:

- Experience with large IT integration projects
- In-depth knowledge of contract products and services
- A knowledge of the systems engineering aspects of large IT integration projects

Purpose

FEDCAC's Pricing Policy

FEDCAC receives two forms of revenue to support their operations: contract access fees and consulting fees.

Contract Access Fees

FEDCAC charges an access fee for customers to use its contract vehicles. This access fee is used to reimburse FEDCAC for the cost of administering their IT solutions master contracts. The contract access fee differs from contract to contract. The appendices section of this guide contains the IT Product Guide, which lists each of FEDCAC's IT Solutions contracts and their corresponding access fee. FEDCAC contract access fees range between one-half a percent and two percent of the total sales of a task order. In most cases, the contract access fee is included in the rates proposed by a contractor and the FEDCAC contractor is responsible for sending this fee to FEDCAC.

Consulting Fees

FEDCAC not only awards and administers IT Solutions contracts, we provide support to clients by offering technical expertise to CSCs on a fee-for-service basis. FEDCAC's knowledge of costs and extensive experience with large IT integration projects provide CSCs and clients with invaluable support during the requirements definition and task order request phases. Consulting fees are based upon the current FEDSIM hourly labor rates.

To secure consulting support from FEDCAC, the CSC enters into a Memorandum of Understanding (MOU) with FEDCAC. The MOU outlines the level of support

required, the estimated cost to provide the support, and other reporting and contractual elements. A sample MOU is included in Appendices section of this Guide.

Additional Web-Based Information Tools

As stated earlier, we have initiated the changes described on page ii to support you and to better position FEDCAC's products in the marketplace. In addition to the materials included in this guide, we will be posting a variety of informational tools on our web site to assist you in the task order development process. Keep checking www.fedcac.gsa.gov for updates. These informational tools include:

- Contract Line Item Numbers for each contract
- Updated descriptions of our products and services
- Task order templates
- Frequently Asked Questions
- Special task order requirements for a particular product
- Links to industry partners and other product-related web sites

We also want to encourage you to use the Information Technology Solutions Shop (ITSS) system for defining, issuing, awarding, and monitoring task orders. ITSS is an effective tool for collaborating on the task order process, and we are prepared to use ITSS to streamline the task order process.

In summary, FEDCAC is transforming the way we do business to ensure that we are responsive to what you need to sell our products. This Sales Guide is the first of many initiatives, and we look forward to building and maintaining a strong partnership with you.

Purpose

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ACES

What is ACES?

The ACES Program provides public key infrastructure services that secure the privacy of online transactions between the federal government and American citizens. The program consists of three key components:

- The use of digital signature technology—ensures the authentication of the identity of individuals attempting access to the computer system and to the information requested
- Improving citizens access to government services and information—several mandates require the Federal government to provide on-line access to services and information, the most recent of which is the Government Paperwork Elimination Act (GPEA)
- Reducing government operating costs through the implementation of electronic business processes

ACES is a cooperative program with the Office of Information Security (OIS). OIS may be contacted through your FEDCAC Regional Representative, or directly through Helen Chapman at 202.205.9639.

Solutions Provided to the Customer

ACES provides government agencies the capability to authenticate electronic digital signature services utilizing secure e-commerce. Built on the Public Key Infrastructure (PKI), ACES is the prime enabler for securing the flow of information on the Internet for the US Government. It is the mechanism that changes how government business is conducted utilizing the Internet. ACES simplifies the process of data exchange. It facilitates public access to services offered by government agencies through use of information technologies, including on-line access to computers for purposes of reviewing, retrieving, providing, and exchanging information utilizing e-commerce in a secure transaction environment. Through the use of certificates, ACES ensures privacy, validates identity and protects the integrity of your information. By law, access to some government computer systems can be granted only when the agency is provided with assurance that the individual attempting access has been properly identified and authenticated as being authorized to access the computer system and the information requested.

Members of the general public, individuals authorized to act on behalf of business entities, and agency applications that choose to use ACES will receive digital certificates after first proving their identity as part of the registration process. These certificates can then be used for authentication as well as electronic signature verification. ACES contractors will provide applicant registration and certificate manufacturing, issuance, maintenance, and validation for Government agency applications participating in ACES.

Benefits of ACES

As a result of the ACES initiative, government agencies can provide more personalized services online, accept various kinds of document filings online, and

make working with the federal government faster and more convenient. A citizen who gets an ACES certificate can use that same certificate to interact with any federal agency participating in the ACES program.

Additional benefits include:

- Provides a Government-wide Public Key Infrastructure
- Provides auxiliary services that participating agencies may need to use the infrastructure
- Reduces costs by aggregating government requirements
- Provides all PKI support services
- All requirements are task order competed for best offer/best value
- GSA provides the Certificate Arbitrator Module (CAM—a tool for easing PKI integration)
- Total system support

Who Can Use ACES?

ACES is for the use of all Federal Agencies, authorized Federal contractors, agency-sponsored universities and laboratories, and other organizations listed in GSA Order ADM4800.D (as updated).

ACES

Description of ACES Contract

This is a firm-fixed price, multiple award schedule contract with a three-year base period and an option to extend the contract for one additional three-year option period. The ACES contracts were awarded in September 1999. Additional information on ACES can be found on the GSA web site: http://www.gsa.gov/aces.

Industry Partners

Industry Partner	Contract Number	Point of Contact
AT&T Corporation	GS00T99ALD0008	Mark Spellman AT&T Corporation 2020 K Street NW Washington, DC 20006 202.776.5569 mspellman@ems.att.com
Digital Signature Trust Company	GS00T99ALD0006	Keren Cummins Digital Signature Trust Co. 1095 East 2100 South, Suite 201 Salt Lake City, Utah 84106 301.921.5977 kcummins@digsigtrust.com
Operational Research Consultants, Inc.	GS00T99ALD0007	Michael Boorom 1625 Prince Street, Suite 250 Alexandria, VA 22314 703.535.5305 booromm@orc.com

ACES

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Disaster Recovery Services Program

What is Disaster Recovery Services Program?

The Disaster Recovery Services Program (DRSP) contract provides reliable, effective, economical computing and communications recovery services to the Federal Government, and other Government and non-Government organizations that process Federal and/or Federally-mandated applications. Non-Government organizations are defined as contractors that operate information technology installations on behalf of the government. The contract provides agencies the best price and most experienced and expert recovery services available in the market today. Agencies save the time and effort required to conduct a full and open competition when they use the DRSP contract.

Solutions Provided to the Customer

The DRSP's successful track record, expert service, and top quality contractors have made FEDCAC the preferred provider of disaster recovery services in the Federal Government. Under the DRSP, computing and communications recovery services are provided to test and refine organizations' contingency plans, and to restore and recover operations in the event of a declared disaster. Recovery services are provided for several platforms, including, but not limited to:

(1) Mainframe computer systems (IBM and Unisys compatible)

(2) Midrange computer systems (AT&T, Compaq, Data General, DEC, Filnet, HP, IBM, NetFRAM, Pyramid, Sequent, Sequoia, Silicon Graphics, Stratus, SUN, and Tandem compatible)

(3) Microcomputer systems (IBM-compatible personal computers and local area network [LAN] servers)

Associated consulting services (e.g., business impact analysis and disaster discovery planning) and automated tools (e.g., personal computer based disaster recovery planning software) are also provided. Other resources, include but are not limited to, off-site data storage and retrieval, data recovery services, mobile recovery facilities, overseas recovery facilities, and cleared recovery facilities are available.

Benefits of the DRSP

The DRSP provides an easy, economical, and expert means for Government organizations to recover their critical business functions in the event of a natural or man-made disaster. Contracts with the world's three largest and most experienced providers of disaster recovery services (Comdisco, International Business Machines Corporation [IBM] Business Recovery Services, and SunGard) enable government organizations to test their disaster recovery plans and recover their operations at the time of disaster. Alternate facilities, computer systems, network resources, office space, office equipment, telephones, supplies, and technical support staff are provided for testing and recovery.

The DRSP contract supports virtually every technology platform and business environment—from office-based personal computers, workstations, and servers, to

Disaster Recovery Services Program

Disaster Recovery Services Program

mid-range platforms and mainframe systems. The contract provides for the recovery of local and wide area networks. It also provides annual test time, technical and operational support services, disaster recovery consulting services, automated planning tools, electronic transmission and off-site storage of data, shippable resources, and mobile recovery facilities.

Under the DRSP, three contractors compete for individual task orders. Each task order is awarded based on the combination of technical and cost factors that provide best value to the government. Competition and best value awards ensure that each government organization receives the best possible technical solution, cost, and service over the life of the contract. The contractors' nationwide networks of large and midrange system computer facilities, and smaller work area recovery centers provide an alternate operational environment for agencies whose IT installations and/or offices are rendered unusable by natural or man-made disasters.

Who Can Use the DRSP?

Disaster recovery services can be sold directly to Federal agencies and other government and non-government organizations, including state and local governments.

FEDCAC's DRSP is the primary source of disaster recovery services in the Federal Government. FEDCAC's DRSP provides hot site recovery services (alternate facilities, systems and networks) for a significant percentage of Federal IT installations that operate IBM mainframe systems. Other potential customers for the DRSP include independent establishments and Government corporations (e.g., Federal Reserve System), District of Columbia Government, some international organizations, and cost-reimbursement contractors that manage Federal IT facilities.

Description of the DRSP Contract

DRSP is an Indefinite Delivery Indefinite Quantity (IDIQ) task order or delivery order contract vehicle with a ceiling of $150 Million. DRSP contracts with Comdisco, International Business Machines Corporation [IBM] Business Recovery Services, and SunGard. Factors such as price; availability of mandatory, additional and/or optional system resources; physical locations of recovery facilities; and past performance on earlier tasks is considered in awarding task orders.

Additional information available from FEDCAC on the DRSP includes:

- Priced contract line items (CLINs)
- Sample Statements of Work
- Examples of DRSP task orders
- Technical Expertise on a fee-for-service basis to support requirements analysis and task order preparation

Industry Partners

Industry Partner	Contract Number	Point of Contact
Comdisco Continuity Services	GSOOT098ALD0009	John Phillips 4301 North Fairfax Drive Suite 600 Arlington, VA 22203 703.312.7412 jjphillips@comdisco.com
IBM Business Continuity and Recovery Services	GSOOT098ALD0008	Lou Garcia 800 North Frederick Avenue Gaithersburg, MD 20879 301.240.8372 lgarcia@us.ibm.com
SunGard Recovery Services	GSOOT098ALD0010	Tom Sobocinski 505 Huntermar Park Drive Suite 100 Herndon, VA 20170 703.326.4900 tsobocinski@sungardrs.com

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Millennia

What Is Millennia?

The Millennia contract is an easy-to-use vehicle designed specifically for large information technology (IT) integration projects. The Millennia contract provides a broad range of high quality IT support services under multiple award contracts managed by the Federal Computer Acquisition Center (FEDCAC). The contract ensures that highly qualified specialists are available to provide the required IT services.

Solutions Provided to the Customer

Millennia covers all requirements for IT, under the general categories of software engineering, communications, and system integration.

All Software engineering tasks assist agencies to manage their software (application systems, data files, databases, and interfaces) from initial conception and planning, through design and development, to conversion, maintenance, and improvement.

Communications deals with the definition, design, implementation, and management of digital and integrated communications systems, which may be terrestrial and satellite based. It includes local area networks (LANs), metropolitan area networks (MANs), wide area networks (WANs), enterprise systems, Internet/Intranet-based networks, and any combinations thereof, including all forms of digitization and incorporation of multiple media types, e.g., data digitized voice, video, or imagery, as well as high bandwidth and demand bandwidth technologies.

System Integration encompasses all activities necessary to develop and deploy an automated information system. It includes the integration of technical components (software, hardware, and communications) and organizational components (processes and procedures) resulting in a turnkey system.

Benefits of Millennia

The Millennia contract provides services for large systems integration projects. Not limited to existing technology, the Millennia contract provides for the acquisition of new and emerging technologies that evolve over the contract's life.

Millennia provides a competitive vehicle that offers agencies 11 prime contractors and the convenience of a technical and contracting staff ready to assist in the development of task order specifications.

In any growing organization, the technology infrastructure constantly changes, creating a challenge to keep up with the most recent advances while maintaining a focus on business. Under the general categories of software engineering, communications and system integration, Millennia includes all IT requirements and the following benefits:

- Improved time to market by use of streamlined, fast-track procurement procedures
- Competitive pricing

Millennia

- Incremental funding of task orders
- Use of the IT fund to ensure continuity of services over multiple fiscal years
- State-of-the-art performance
- Elimination of the costly risk of technological surprises
- Proposal presentation by oral briefing
- Added provision of technical consultation and highly skilled and scarce technicians for engineering and system integration work

Examples of Services Available under Millennia

- Any report, study or technical analysis in support of the development or acquisition of IT resources
- IT strategic planning, program assessments and studies
- IT procedure, policy and methodology analysis
- Business process re-engineering
- Integrated project schedules and critical path analyses
- Architecture analysis
- System engineering
- System documentation
- Acceptance testing
- Operational testing and evaluation
- Configuration management
- Quality assurance
- Independent verification and validation
- Implementation
- Training
- Documentation
- Other logistics support to include reliability, maintainability, sparing, etc.
- Operations and maintenance support
- All aspects of computer security
- Prototypes
- Project management
- Acquisition support
- Web-based technology
- Electronic Commerce/ Electronic Data Interchange Standards
- Risk management
- Research and development of emerging information technologies

Millennia

Who Can use Millennia?

Millennia services may be acquired in the United States, its territories and possessions, foreign countries, and to support OCONUS Operations. Millennia covers all requirements for IT, under the general categories of software engineering, communications, and system integration. These categories include computer hardware, ancillary equipment, software, firmware, and services (including telecommunications and support services). Other potential customers for the Millennia contract include independent establishments (Comptroller of the Currency) and government corporations (e.g., Federal Reserve System), District of Columbia Government, some international organizations, and cost-reimbursement contractors that manage Department of Energy Federal IT facilities, along with state and local governments.

Description of Millennia Contract

Millennia is an indefinite-delivery, indefinite-quantity contact vehicle. Total orders placed against all contracts will not exceed $25 billion over ten years. The total guaranteed minimum for each contract is $100,000. The Millennia Contract was awarded in April of 1999 for 5 years with one five-year option period providing up to ten years of availability.

The Millennia contract has 11 vendors. The Millennia award process was largely based on past performance records of large-scale projects and has all types of incentive contracting options. Millennia provides for the use of Firm Fixed Price (FFP), Cost Reimbursement (CR), and Cost Plus Fixed Fee (CPFF) task orders. There are Contract Line Item Numbers (CLINs) for labor and acquisition of tools, and Other Direct Costs (ODCs) for large systems integration, communications, and software development projects.

Additional information available from FEDCAC on Millennia Includes:

- Sample Performance Based Statements of Work and Evaluation Criteria
- Sample task order template
- Technical expertise on a fee-for-service basis to support requirements analysis and task order preparation

Millennia

Millennia

Industry Partners

Industry Partner	Contract Number	Point of Contact
Booz, Allen & Hamilton, Inc.	GS00T99ALD0202	Joseph Logue 8283 Greensboro Drive McLean, VA 22102 703.902.5108 logue_joseph@bah.com
Computer Sciences Corporation	GS00T99ALD0203	Richard Davis 10530 Rosehaven St., Suite 600 Fairfax, VA 22030 703.293.7460 rdavis39@csc.com
DynCorp I&ET Inc	GS00T99ALD0204	Ruth Bowers 11710 Plaza America Drive Reston, VA 20190 703.261.5140 ruth.bowers@dyncorp.com
Litton/PRC, Inc.	GS00T99ALD0206	Tod Allen 1500 PRC Drive McLean, VA 22102 877.284.6772 GSA_Millennia_PMO@ems.prc.com
Lockheed Martin	GS00T99ALD0205	Patricia Roche 5203 Leesburg Pike, Suite 1500 Falls Church, VA 22041 703.671.3407 pat.r.roche@lmco.com
Logicon, Inc.	GS00T99ALD0207	Mark Colangelo 8110 Gatehouse Road, Suite 400 Falls Church, VA 22042 703.205.3245 millennia@logicon
OAO Corporation	GS00T99ALD0208	George Hayduk 7500 Greenway Center Drive Greenbelt, MD 20770 301.489.8062 ghayduk@oao.com
Raytheon Systems Co.	GS00T99ALD0209	Joyce Sewell 4500 Forbes Boulevard Lanham, MD 20706 301.794.5278 Joyce_A_Sewell@raytheon.com

Industry Partner	Contract Number	Point of Contact
SAIC	GS00T99ALD0210	James E. Weatherbee 1710 SAIC Drive McLean, VA 22102 703.676.6578 weatherbeej1@saic.com
SRA International Inc.	GS00T99ALD0211	Harold G. Boylan 2000 15th St. North Arlington, VA 22201 703.558.7569 hal_boylan@sra.com
Unisys Federal Systems	GS00T99ALD0212	Steven Missimer 12010 Sunrise Valley Drive Reston, VA 20191-3498 703.620.7549 steven.missimer@unisys.com

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What is ODIN?

The Outsourcing Desktop Initiative (ODIN) provides Federal clients with the option to transfer to the commercial sector the responsibility and risk for providing and managing the desktop, server, and intra-center communications assets and services for all or a portion of their organization

ODIN provides managed life cycle support services for the desktop-computing environment. The customer matches the computing and communications requirements within their organization by first defining the user community profiles and then selecting a seat package, which includes hardware, software and communications. Because each seat is a fixed price, the organization can better manage its total cost of ownership.

Solutions Provided to the Customer

Under ODIN, a Federal IT manager can acquire the necessary services to fully support each desktop within their organization. These support services for each "seat" include:

- Hardware, systems and application software, installation, and maintenance
- Technology refreshment with independent verification by National Software Testing Laboratories (NSTL)—system is validated by NSTL
- Administration, relocation, and network access
- Customer support and training

Additional services that can be acquired through ODIN include server and communication services. The communication services available include remote communications, telephone, fax, administrative radio, and local video.

Difference between ODIN and SEAT

GSA's Seat Management and ODIN are similar in that both contracts are modeled on performance-based service using commercial best practices to support the distributed computing environment.

The GSA Seat Management RFP was modeled after commercial practices and is inherently designed with the necessary flexibility to service virtually any type of distributed computing environment.

ODIN was primarily designed to service NASA space flight center's distributed computing environments, and includes in its standard service delivery or other office needs identified by NASA users, such as telephones, pagers, and copying machines.

Both contracts require the customer to define its requirements, however the typical NASA Space Centers' requirements are built into the master contract and require NASA space centers (or other agencies that look like NASA) to prepare minimal requirements definitions. GSA's Seat Management contracts do not inherently

represent or address a typical government user's requirements because we have not found a typical set of requirements amongst the agencies served to date. GSA's Seat Management service can tailor a solution to fit any customer's operational requirement. GSA Seat Management is flexible at the task order level, at the pricing level, and with respect to technical specifications. ODIN has standard, fixed technical specifications and pricing with limited task order options.

Benefits of ODIN

- Shifts asset management responsibilities and risk from the government to the ODIN Contractor
- Facilitates information technology management
- Increases systems and product interoperability across the Agency
- Allows civil servant resources to focus on core R&D mission
- Optimizes service delivery using commercial best practices
- Reduces cost of IT services

Who Can Use ODIN?

Any agency authorized to use a government-wide acquisition contract (GWAC).

ODIN

Description of ODIN Management Contract

The ODIN master contract was awarded on June 18, 1998. The contract is a performance-based, fixed price, IDIQ type contract. Any non NASA Agency desiring to use this contract coordinates with a GSA Client Support Center to issue a task order under the contract.

The ODIN contract is available to any agency authorized to use a GWAC. This multiple award, indefinite delivery/indefinite quantity (ID/IQ) contract was awarded to seven prime contractors. The ODIN contract was awarded in June 1998 for a total of nine years. The period of performance for each delivery order placed against this contract cannot exceed three years but can be renewed on a sole-source basis as a logical follow-on without further justification.

Additional information available from FEDCAC on ODIN includes:

- Priced contract line items (CLINs)
- Sample Statements of Work
- Frequently Asked Questions
- Examples of ODIN Task Orders
- Technical Expertise on a fee-for-service basis to support requirements analysis and Task Order preparation

Industry Partners

Industry Partner	Contract Number	Point of Contact
ACS (formerly Intellisource Information Systems, Inc.)	NAS5-98145	Toni Harmon One Curie Court Rockville, MD 20850 301.918.4419 tharmon@acs-odin.com
Computer Sciences Corporation	NAS5-98141	Don Simanton 18333 Egrett Bay Boulevard Suite 270 Houston, TX 77058 281.335.5523 dsimanto@CSC.com
DynCorp TechServ, LLC	NAS5-98142	Steve Hines Dyncorp TechServ 11710 Plaza America Drive Reston, VA 20190-6022 703.261.4971 stephen.hines@dyncorp.com
Federal Data Corporation	NAS5-98143	Mat Mahoney 10521 Rosehaven Street, Suite 200 Fairfax, VA 22030 703.934.7736 mathew.mahoney@feddata.com
Getronics Government Solutions (formerly Wang)	NAS5-98146	Mike Jordan 7900 Westpark Drive, Suite 1118 McLean, VA 22102 703.827.3636 mike.jordan@getronicsgov.com
SAIC	NAS5-98140	Glenn Dowell 7990 Science Applications Court Vienna, VA 22182 703.676.0216 Glenn.W.Dowell@saic.com
OAO Corporation	NAS5-98144	Jack Garman 16511 Space Center Boulevard Suite 300 Houston, TX 77058 281.280.2240 Jgarman@houston.OAO.com

ODIN

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Seat Management

What is Seat Management?

GSA's Seat Management is a flexible management-oriented means to acquire and operate IT systems. Seat encompasses all aspects of the environment including Infrastructure and Asset Management, Support Helpdesk, and Break-fix Maintenance. Other services may be included by the organization on an as-needed basis. Ownership of assets may or may not be transferred to the contractor.

Solutions Provided to the Customer

Seat Management Services include all essential resources required to service the distributed computing and associated communications environment. Built-in technology refresh ensures the infrastructure remains current and interoperability standards are always maintained. This is possible because the client agency transfers the associated risk and responsibility of day-to-day operations of the IT infrastructure to the Seat Contractor. Seat Contractors provide the required expertise for operation and support of the IT infrastructure.

The client specifies their needs for hardware sophistication and levels of service. Poor performance is penalized. The client agency must manage and control the task order and the contractor, therefore, the client retains control. There is only one contractor.

Benefits of Seat Management

GSA's Seat Management Contract can service virtually any organization's IT needs by addressing all levels of infrastructure from the desktop through the wide area network. Seat Management leverages the assets, experience, and expertise of the vendors for operations and management of the IT infrastructure. The agency can shift its focus from IT to its core mission or function.

Seat Task Orders can extend to 120 months. This type of long term vehicle helps the agency to:

- develop an enduring partnership with the Seat Contractor
- level costs over longer periods allowing the budgetary process to work more efficiently
- leverage the expertise of an industry partner to improve efficiency
- reduce overall operational IT costs

Commercial enterprises can depreciate assets rather rapidly. Seat can insure that the agency gets depreciated pricing over the term of the contract, which yields a lower cost to the government compared to using the government's own bookkeeping.

Truly experienced and skilled IT talent is most difficult to find and even harder to acquire at government rates. Tapping the commercial world is the only realistic way

Seat Management

Seat Management

to secure the skills to produce a first-class operation and save money. Government agencies may collect their IT management skills to direct and plan the operation.

Who Can Use Seat Management?

Seat Management should be considered by Agencies who are striving to:

- Improve service delivery
- Consolidate contracts
- Reduce acquisition and disposal costs
- Better understand, manage, and predict desktop automation costs
- Take advantage of constantly evolving technology and methodology
- Get scarce skills for critical enhancements
- Free staff to focus on core mission

Potential clients are state and federal agencies or offices and operations with remote or satellite locations. Additionally, those agencies that currently outsource portions of their IT operations should consider Seat Management.

Additional information available from FEDCAC on Seat Management:

- Sample Statements of Work
- Frequently Asked Questions
- Examples of Seat Management Solutions
- Sample Task Order Template
- Consulting services to support the requirements definition and task order

For more information on Seat Management go to www.seatmanagement.gsa.gov.

Description of Seat Management Contract

SEAT Management is a multiple award, firm-fixed, ceiling-price, indefinite delivery, indefinite quantity (IDIQ) contract that was awarded in July 1998. It has a base period of five years with one five year option.

It has a $ 9 Billion contract ceiling; offers worldwide performance; and includes 8 industry partners.

Industry Partners

Seat Management

Industry Partner	Contract Number	Point of Contact
DynCorp TechServ, LLC	GS00T98ALD0022	Stephen Hines 11710 Plaza America Drive Reston VA 20190-6022 703.261.4971 stephen.hines@dyncorp.com
EER Systems, Inc.	GS00T98ALD0017	Richard Knapp 3750 Centerview Drive Chantilly, VA 20152 703.375.6677 richard.knapp@eer.com
Federal Data Corporation	GS00T98ALD0021	Mat Mahoney 10521 Rosehaven Street, Suite 200 Fairfax, Virginia 22030 703-934-7736 mathew.mahoney@feddata.com
Getronics Government Solutions (formerly Wang)	GS00T98ALD0011	Tony Uretta 7900 Westpark Drive McLean, VA 22102 703.827.3974 Tony.Uretta@GetronicsGov.com
IBM Global Services, Inc.	GS00T98ALD0019	Rebecca Bush IBM Global Services—Federal 6710 Rockledge Drive Bethesda, MD 20817 301.803.3337 bushr@us.ibm.com
Litton PRC	GS00T98ALD0014	Mac Oxford Litton PRC 1500 PRC Drive McLean, VA 22202 703.620.8645 oxford_mac@prc.com
Multimax, Inc.	GS00T98ALD0013	John Rivers 1441 McCormick Dr Largo, MD 20774 301.925.8222 jrivers@multimax.com
SAIC	GS00T98ALD0023	Cary Osborne 5107 Leesburg Pike, Suite 2200 Falls Church, VA 22041 703.824.6505 cary.r.osborne@saic.com

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Smart Card

What is Smart Card?

The Smart Access Common Identification allows security and unification for all government identification needs. Smart Card allows Federal employees to interact with the Federal infrastructure by using one card for multiple agency applications. It is the source for secure interoperability government identification solutions.

The contract addresses two pressing concerns. First, is the growing concern related to the security and safety of government personnel, buildings, systems, and other types of facilities; and second, is the need for the Federal Government to provide the necessary tools and safeguards to support the burgeoning growth in electronic commerce.

This contract is marketed as a Federal Government-wide Smart Card Solution, which has many benefits to help improve productivity for federal employees and government agencies. This Smart Card technology solution provides for a wide range of user applications and services. An individual government employee Smart Card has multiple purposes: standard card appearance with interoperability; secure access (physical and logical); support for a wide range of services; and electronic commerce (PKI compatibility). The GSA Smart Card Solution allows Federal Agencies to work faster, better, cheaper, and smarter.

Smart Card is a cooperative program with the Office of Smart Card Initiatives. The Office of Smart Card Initiatives may be contacted through your FEDCAC Regional Representative or directly through Michael Brooks at 202.501.2765.

Solutions Provided to the Customer

The Smart Card contains secure information carried on the card's chip to be used commonly across the government infrastructure. It allows ordering organizations to issue an identification card that can be used to provide basic visual identification, identification authentication, physical and logical access control and a number of value added features. Physical Access Control refers to an automated system controlling an individual's ability to access a physical location such as a building, parking lot, office, or other designated physical space. Logical Access Control is an automated system controlling an individual's ability to access one or more computer system resources such as a workstation, a network, an application, or a database. The Smart Card program allows organizations to select from multiple and flexible solutions meeting their diverse requirements. The following are some of the many services of a Smart Card Solution:

- Security and privacy
- Program integration and management
- Central Smart Card management system
- Integration with legacy systems
- Key management and service requirements
- Public Key Infrastructure (PKI)

Smart Card

- Commercial credit and debit services
- Electronic Purse
- Medical applications
- Property pass management
- Training and certification
- Electronic forms submission
- Rostering
- Standard reporting
- Maintenance

Benefits of Smart Card

The key benefit of Smart Card is heightened government personnel security. It allows for growth of electronic commerce and fast, flexible use of emerging technology. Smart Card also allows for interoperability solutions, services and products that are competitively priced. When technically feasible, Smart Card systems may benignly interface with an agency's legacy system for physical access and/or computer systems. This can only be determined by conducting a survey of existing systems. In some cases, agencies will not have to replace their existing systems but will simply integrate the new Smart Card technology.

Smart Card

Who Can Use Smart Card?

All Federal Government organizations including the Department of Defense.

Description of the Smart Card Contract

This Government Wide Acquisition Contract (GWAC) was awarded in May 2000. It makes available the new Smart Card products and services, competitively priced to support a common, interoperable, multi-application Smart Card solution. The Office of Smart Card Initiatives was established under the Administrator to develop and execute a plan consisting of fourteen Smart Card initiatives. The Common Access ID Steering Committee was established in June 2000 to develop the interoperability government standards with industry partners for government-wide use. A government-wide standard now exists—it is Smart Card.

Additional information available from FEDCAC on Smart Card includes:

- Priced contract line items (CLINs)
- Sample Statements of Work
- Examples of Smart Card Task Orders
- Technical Expertise on a fee-for-service basis to support requirements analysis and Task Order preparation

Industry Partners

Industry Partner	Contract Number	Point of Contact
EDS	GS00T00ALD0209	Stephanie Ambrose 13600 EDS Drive, M/S A2S-D51 Herndon, VA 20171 703.742.1195 stephanie.ambrose@eds.com
KPMG Consulting	GS00T00ALD0208	Jack Cassidy 2011 Crystal Drive, Suite 300 Arlington, VA 22202 703.271.2832 ext 2800 jcassidy@kpmg.com
Logicon	GS00T00ALD0212	Jacquel R. Tomlin 8110 Gatehouse Road, Suite 400W Falls Church, VA 22042 703.205.3171 jtomlin@logicon.com
Maximus, Inc.	GS00T00ALD0211	Brian McMillan 3204 Tower Oaks Blvd. Suite 200 Rockville, MD 20852 301.984.4210 *Official address for the contract:* Maximus, Inc. 1356 Beverly Road McLean, VA 22101 maxrfp@maxitd.com
Litton PRC Inc.	GS00T00ALD0210	Kevin Kozlowski 1500 PRC Drive McLean, VA 22102 703.620.8128 GSA_Smartcard_PMO@ems.prc.com

Smart Card

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TELIS

What is TELIS?

The **Tel**ecommunications **I**ntegrator **S**ervices (TELIS) contract provides complete worldwide and government-wide integrated telecommunications products and services. TELIS provides an easy-to-use ordering process and a full spectrum of commercial hardware and software to support, enhance, and expand existing telecommunications systems or implement new ones. Orders are placed via task orders for services and delivery orders for products. Integrated solutions requiring services and products may be incorporated into a single task order.

TELIS Comprehensive Worldwide Telecommunications Integration Services include:

- Systems design and engineering
- Systems management
- On-site operations, maintenance, and support
- Operation of voice, data, and video networks
- Hardware/software procurement, installation, and implementation
- Video equipment and systems
- Switched voice communications networks (local dial tone)
- Spare parts inventory
- Internet support
- Help desk
- Training

TELIS

TELIS provides Support Personnel for Networks including LANs and WANs to:

- Design
- Document
- Program
- Implement
- Manage
- Operate
- Maintain
- Support
- Train

Specialized services such as circuit provisioning management, call record analysis, and turnkey integrated solutions are available. Labor categories include engineers and technicians for all aspects of integrated voice, data, and video systems. Consultants may be obtained in specialized areas such as security, architecture, and process reengineering.

Solutions Provided to the Customer

TELIS offers customized services across voice, data, and video technologies, including:

- Consulting
- Conceptual Design/Architecture
- Systems Engineering
- Implementation
- Operations
- Maintenance
- Support
- Training

The TELIS contract provides services that include:

- Engineering and specification support for local and wide area networks
- Video equipment and systems
- Switched voice communication networks
- IT hardware and software

TELIS

Products include all types of telecommunications equipment across voice, data, and video technologies. Examples include telephone switches, key systems, and ancillary voice systems; voice mail systems; routers, bridges, and hubs; satellite, microwave, and other RF transmission systems; mobile and handheld radio systems; video teleconferencing systems; LAN/WAN interface devices; servers; and cable. Equipment not listed in the master contract may also be obtained to meet specific agency needs.

Agencies can realize cost savings through a TELIS task order for networking and telecommunications hardware and software systems, and they can leverage their buying power on a worldwide basis by using TELIS for consolidated hardware and software purchasing. TELIS provides for technology refreshment by adding items to the contract at regular and frequent intervals.

Benefits of TELIS

A single integrator ensures interoperability and accountability among the various field locations of an agency. TELIS provides highly qualified specialists to maintain operations with a net savings and maximum risk transfer from the government. An agency's control over its telecommunications systems is enhanced by acquiring integrated telecommunications solutions through TELIS.

Specific benefits:

- Pre-competed—no additional competition required
- Fast, flexible, and easy-to-use
- Integrated communications solutions, services, and competitively priced products

- World-class telecommunications service providers
- Reduced time to market
- Catalog type shopping
- Easy ordering
- Performance based metrics
- Large scale systems integration
- Identification and control of costs
- Provision for technical consultation
- Provides highly skilled and scarce technicians and engineers
- Government management oversight
- Leads to state-of-the-art system performance
- Eliminate costly risk of technological surprises
- Optimized on-line ordering

Who Can Use TELIS?

The U.S. Department of Energy (DOE), DOE Management and Operating (M&O) contractors, and all other Federal Government organizations.

Description of TELIS Contract

TELIS

TELIS is a Firm-Fixed Price (FFP), Indefinite Delivery/Indefinite Quantity (ID/IQ) type contract with Economic Price Adjustment (EPA) for hardware and software, with a Cost Reimbursement line item for other direct costs (ODCs). Pre-award contract value is $600 million with 30% or $180 million open to government agencies other than DOE. The five-year contract was awarded to EDS in June 1997 as the result of a full and open competition and requires no further competitive solicitation or market analysis.

Industry Partners

Industry Partner	Contract Number	Point of Contact
EDS Corporation	GS00T97ALD0002	Matthew P. Boles 13600 EDS Drive Herndon, VA 20171 703.742.2180 matt.boles@eds.com www.eds-gov.com/TELIS

TELIS

Virtual Data Center Services

What is Virtual Data Center Services?

The Virtual Data Center Services contract is a fast, low-cost alternative for obtaining commercial IBM compatible, Unisys, Digital, and Honeywell mainframe processing and data center services from experienced contractors.

Solutions Provided to the Customer

The Contractor provides a full range of primary data processing and support services to subscribing agencies at its outsourcing centers. Primary data processing services and support services may include all of the essential components and resources needed to service and maintain data center computing. This may include hardware and software services, system back up and disaster recovery services, operations and systems support, systems and application software support, migration support, and acceptance testing support. All primary data processing services and support services are supplied in conformance with the terms and conditions of the master contract.

Benefits of Virtual Data Center Services

The contract offers client agencies greater economies of scale, allows for more robust operations, and facilitates better decision making and management of application systems. The VDCS contract can also support a client's data center operations by providing a full range of data processing and support services including hardware, software, system backup, disaster recovery, help desk, system and application software support, migration support and management plans and system utilization reports.

The services and features of the contract include:

- Pre-qualified vendors with large existing nationwide mainframe outsourcing centers
- Up to ten year IDIQ contracts
- Technology refreshment

Benefits to the client include:

- Ability to focus on an agency's core mission and competencies
- No longer burdened with expending time and energy on the day to day business of running a data center
- Ability to take advantage of the experience and efficiencies of having workload processed at a professionally-run data center that processes the workload for a variety of other clients

Virtual Data Center Services

Virtual Data Center Services

Who Can Use Virtual Data Center Services?

FEDCAC is authorized to sell Virtual Data Center Services to Federal agencies and state and local government, if authorized. Check with your FEDCAC Regional Representative.

Description of Virtual Data Center Services Contract

Virtual Data Center Services is a government-wide multiple award-outsourcing contract managed by the Federal Computer Acquisition Center (FEDCAC).

There are two methods of using the contract vehicle. Federal agencies may choose either of two systems based on either workload or capacity approach.

Workload Method

The workload method can be used for clients who have a predictable and steady workload. The contractor will manage the capacity of the machine and is responsible for meeting performance requirements stated in the task order. The advantage of this method is that the contractor is responsible for meeting the clients' requirements and must make adjustments to the equipment without imparting any additional cost. A disadvantage is, if the workload changes, the contractor cannot be held responsible for not meeting the performance requirements and the client will have to resolve the situation with the contractor. Also, the client will have to closely monitor the performance and workload reports to determine the level of responsibility of the government on the impact of system performance. This monitoring is very labor intensive and can easily require 20 to 40 man-hours per week.

Capacity Method

The capacity method can be used for clients who have a variable or unpredictable workload. When using the capacity method, the contractor will process the workload base using the capacity processing in terms of the MIPS (millions of instructions per second) needed to meet the client's requirements. The advantage of this method is that workload changes the number of MIPS, which affects the price, since the client only pays for the MIPS needed. Another advantage is the working relationship between the contractor and the client tends to be less confrontational.

Additional information available from FEDCAC on Virtual Data Center Services includes:

- Priced contract line items (CLINs)
- Sample Statements of Work
- Frequently Asked Questions
- Examples of VDCS Solutions
- Sample Task Order Template
- Technical Expertise on a fee-for-service basis to support requirements analysis and Task Order preparation

Industry Partners

Industry Partner	Contract Number	Point of Contact
Computer Science Corporation	GS00T97ALD0003	Ed Linhares 3160 Fairview Park Drive Falls Church, VA 22042 703.876.1450 elinhare@csc.com
SunGard Computer Systems, Inc.	GS00T97ALD0004	JoAnn Williams 505 Huntmar Park Drive, Suite 100 Herndon, VA 20170 703.326.4914 jwilliams@sungard.com
Unisys Corporation	GS00T97ALD0005	Marlene Emmons 8008 West Park Drive McLean, VA 22102-3100 703.575.2505 marlene.emmons@unisys.com

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Steps in the Task Order Process

The following 10 steps in the task order process apply in general to all of FEDCAC's service offerings. Each of FEDCAC's service offerings have some additional ordering procedures that are unique to a particular contract vehicle. These special task order requirements are detailed on the corresponding FEDCAC product web page at www.fedcac.gsa.gov.

Steps in the Task Order Process:

- Develop Interagency Agreement
- Requirements Analysis
- Statement of Work
- Evaluation Standards and Methodology
- Independent Government Estimate
- Issuance of Task Order
- Proposal Evaluation
- Task Award and Debrief
- Task Order Monitoring and Modification
- Payment Processing

GSA's IT Solutions Shop (ITSS)—An Internet-Based Electronic Ordering Tool

The General Services Administration, IT Solutions program has deployed an integrated e-commerce system to support GSA staff, clients, and industry partners. This effort, comprised of the IT Solutions Shop (ITSS), provides an end-to-end electronic path for defining, issuing, awarding, and monitoring task orders, including electronic acceptance of commodities and services. Clients, contractors, and GSA Client Support Centers are all able to share and work on-line at the same time in this completely integrated Internet environment.

Through ITSS, information is automatically posted and made available as it is processed in the system, and individuals are notified when events occur that require attention. ITSS includes security and support systems to make the environment secure and easy to use. The ITSS represents a move to an Internet-based electronic ordering process that will provide on-line, simultaneous accessibility to current and potential customers, industrial partners, and GSA staff.

➔ Step 1—Establish an Interagency Agreement

➔ Step 2—Requirements Analysis—Assess Needs

The first step in ordering from any of FEDCAC's service offerings is to determine the requirements of a task. In defining the requirement, the client determines and documents the functions to be performed, performance required, and the physical characteristics of deliverables.

Task Order Guide

The client should identify requirements in the following areas:

Scope

Identify the coverage of the support service in terms of the organizations, programs, and systems they will support.

Constraints

Identify all constraints that would impact the services.

Deliverable Items

The client should specify what the contractor is to deliver. Describe the desired output.

Applicable Standards

Identify government-wide, client, or industry standards the contractor should follow.

Develop Performance Measures

When defining requirements for services, agencies, to the maximum extent practicable, are encouraged to consider the use of performance-based work statements with measurable performance standards, and price incentives.

Government versus Contractor Responsibility

As part of its requirements analysis for services, the client should identify what it will provide, particularly in the areas of Facilities and Equipment.

Information to Contractors

As part of the requirements analysis, the client should identify the information contractors may need, assemble any materials already written, and develop any necessary new material.

Staffing

It is important that a clear line of responsibility be defined for client and contractor staff to ensure accountability for quality and performance under a contract.

Determine Task Order Type

Contract types are grouped into two broad categories: fixed-price and cost reimbursement. Generally, the contractor assumes the most risk (of losing money) in fixed price contracts and the least risk in cost-reimbursement contracts. Conversely, the Government assumes more risk (of paying more than it expected) in cost-reimbursement contracts and less risk in fixed price contracts. When requirements are well-defined, allowing contractors to estimate their costs with a reasonable degree of accuracy, firm fixed price contracts are almost always in the Government's best interest.

➔ STEP 3—DEVELOP STATEMENT OF WORK

Scope

A statement of work (SOW) outlines at a minimum, the work to be performed, location of the work, period of performance, deliverable schedule, applicable standards, acceptance criteria, and any special requirements (i.e., security clearances, travel, special knowledge, etc.) It is important that a client and the contracting officer work together to develop the Statement of Work. The SOW for task orders must clearly define the requirements to be procured so the offerors can develop meaningful proposals that meet the Government's requirements.

Written/Oral Presentations

A client must decide and address in the statement of work whether they want the offeror to provide oral or written proposals or a combination of both. If deemed appropriate, oral presentations should be considered to allow for streamlining the proposal preparation, evaluation and source selection processes. Many agencies now use oral presentations as a substitute for a portion or all of the traditional written proposal in competitively negotiated procurements.

Evaluation Criteria

Clients must decide and address in the SOW what evaluation criteria they plan to use to evaluate proposals. Agencies must choose the most suitable method according to each unique situation. The client, in conjunction with the Contracting Officer and FEDCAC program manager select from the following evaluation methodology:

- Technically Acceptable/Lowest Bid
- Best Value

Technically Acceptable/Lowest Bid

The technically acceptable/lowest price approach is appropriate when award is expected to result from the selection of the technically acceptable proposal with the lowest evaluated price.

Best Value

Best value considers cost as just one of several factors necessary to make a decision. The Best Value approach is appropriate when it may be in the best interest of the Government to consider award to other that lowest priced offeror or other than the highest technically rated offeror.

Regardless of the approach selected, each process must be well defined prior to beginning the procurement process.

➔ STEP 4—EVALUATION STANDARDS AND METHOD OF AWARD

The SOW must inform offerors with information about the methodology the Government will use in the evaluation of proposals.

Examples of technical evaluation criteria which may be used for Task Orders issued under FEDCAC's service offerings include the following examples that are not meant to be all-inclusive. Agencies are encouraged to establish their own criteria and

factor weighting, in conjunction with the Contracting Officer (CO), to ensure quality competition and provide the greatest value to the task order procurement.

Examples of technical evaluation criteria:

- Past Performance
- Past Experience
- Management Plan
- Key Personnel
- Project Plan/Technical Approach
- Technical Presentation
- Functional Understanding
- System Management

When the evaluation criteria are delineated in the Statement of Work (SOW), the relative order of importance should be stipulated. Additionally, associated weighting factors can also be identified.

➔ Step 5—Independent Government Estimate (IGE)

The Independent Government Cost Estimate (IGE) is used to assess the cost of a client's requirement and assist in the evaluation of the realism and reasonableness of contractor proposal costs. Although Federal Acquisition Regulation (FAR) does not require an IGE, the development of an IGE enhances the Government's position during task order award negotiation.

The IGE provides:

- An estimate of the resources, including hours, skill levels, and other direct costs (ODCs), required to accomplish the requirements of the task
- An estimate of the total cost of the order (aggregated costs across all deliverables and services)

The client and CO prepare the Independent Government Estimate. The ultimate determination to do an IGE will be based upon the complexity of the task.

➔ Step 6—Issuance of Task Order Request

Upon receiving the Statement of Work (SOW), the Independent Government Estimate (IGE) and any supporting documentation, the Contracting Officer (CO) prepares to issue the Task Order Request for Quotes (RFQ). In preparing the RFQ, the Contracting Officer (CO) documents the following:

- The preferred pricing method (e.g., Time and Materials or Firm Fixed Price)
- Place of Performance
- The date and time by which the response is due
- Evaluation factors and type of evaluation (e.g., Best Value or Technically acceptable/Lowest price)
- Options to be included in the task orders in accordance with the FAR Part 17.2
- Type of proposal requirement (oral or written)
- Date for receipt of industry partner's questions and method for submission

Once the RFQ is assembled, the CO releases the RFQ to all industry partners awarded a contract under a particular FEDCAC service offering.

Industry partners may request clarification of the Statement of Work requirements. The Contracting Officer will complete the following steps in response to requests for clarification:

- Answer clarification requests in writing to all industry partners
- Determine if any revisions to the Statement of Work requirements or criteria must be issued
- Issue an amendment to the Request for Quotes (RFQ)

Each industry partner must be given an opportunity to submit a proposal, in turn the Government will receive a proposal or letter of intent to "No Bid" by the date(s) specified in the RFQ.

➔ STEP 7—PROPOSAL EVALUATION

The goal of the proposal evaluation is to ensure that each proposal addresses all of the required elements of the Statement of Work (SOW) and, that the source selection is impartial, equitable and comprehensive.

Once proposals and letters of intent to "No Bid" are received and registered, and/or presentation times are scheduled, the CO assembles the Technical Evaluation Panel (TEP) to review the evaluation methodology.

Convening of Technical Evaluation Panel

Prior to or shortly after issuing the RFQ, the members of the technical evaluation panel (TEP) are identified. The make-up of each panel differs depending upon the preferences of a client and the complexity of a task order. Panelists often include a number of representatives from the client. The FEDCAC program manager that has the technical expertise of the particular FEDCAC service offering often participates in the panel. The number of evaluators should be kept to the minimum number necessary to effectively perform the evaluation.

Oral Presentations in Lieu of Written Technical Proposals

When determined appropriate, in lieu of a written technical proposal, the Contractor shall demonstrate their technical proposal through an oral presentation. In the timeframe specified in each task request, each participating Contractor will be afforded the opportunity to make an oral presentation, not to exceed the timeframe specified by the Contracting Officer, of capabilities to perform the requirement. To maintain fairness, without an adverse impact on the award schedule, the Contracting Officer shall randomly provide presentation times to participating Contractors.

Evaluation Criteria and Standards

Individual evaluators score and evaluate in accordance with the evaluation criteria and standards established in the selection plan. The team convenes to arrive at a consensus rating for each factor and overall rating for each proposal and prepares an award recommendation to the Contracting Officer.

For the **Technically Acceptable/Lowest Price** procurements, the evaluators assess proposals for acceptability. No ranking is done using non-price factors.

For the **Best Value** procurements, the evaluators conduct a best value analysis and rank proposals using non-price factors. If a higher price proposal is selected, the evaluators document the rationale for the contract file.

The Contracting Officer reviews the recommendation for award and determines if negotiations are necessary. Ideally, in a streamlined acquisition, award is made without negotiations. However, if negotiations are required, the Contracting Officer initiates the following:

- Notifies offerors of and schedules the place and time for discussions
- Prepares for negotiations
- Conducts discussions with all offerors

Following negotiations, the Contract Officer requests Best and Final Offers (BAFOs) and identifies the date for submission. Once BAFOs are received, they are evaluated and a recommendation for award is prepared.

➔ Step 8—Task Order Award and Debrief

Following review of the recommendation for award, the Contracting Officer takes the following actions:

- Verifies that sufficient funds are available before a task order is issued
- Ensures the appropriate GSA and other relevant forms are completed
- Issues an "Order for Supplies and Services," or other appropriate form, which incorporates the Statement of Work and the awardees final proposal by reference
- Ensures entry of task order information into the Federal Procurement Data System (FPDS)

Following award of the task order, the Contracting Officer notifies all non-awardees which industry partner was awarded the task order. Any non-awardees may direct written or verbal questions to the Contracting Officer. The Contracting Officer will discuss with the industry partner why they were not selected.

Upon the request by an industry partner, the Contracting Officer will schedule a debriefing. A debriefing should be scheduled within a reasonable period after time of award.

➔ Step 9—Task Order Monitoring and Modifications

The Success of a task order awarded through FEDCAC's IT Solutions contracts is not dependent solely upon contractor performance. It is important that a true partnering approach is taken. Therefore the Client Service Center, in concert with the client, must set up an infrastructure to manage the FEDCAC task order. Multiple Contract Officer Representatives/ Contract Officer Technical Representatives and user representatives may need to be appointed to manage an effort within different organizational units or geographic sites. The CSC and client should develop and promulgate a document which outlines assignments of roles and responsibilities that is tailored to a client's needs.

Task orders may be modified either at the Government's initiative, or in response to a contractor request. No direction to change the task order requirements will be binding upon the contractor unless issued by the Contracting Officer (CO). Likewise, the Government shall not be liable for an equitable adjustment to the price of a task order for a change unless the Contracting Officer (CO) authorizes the change. Task order modifications are issued by means of a Standard Form 30, or other appropriate form.

Modifications may be made to adjust the services ordered to better meet the client's requirements, meet changing requirements, to correct oversights or make changes in conditions from the original task order, or to change administrative information.

However, if the proposed modification alters the scope of the order for significant additional work, or incorporates other major changes, the Contracting Officer (CO) will require a new requirements package for the award of a new task order. This may be accomplished by issuing follow-on Task Order, which does not require that the fair opportunity for consideration process be followed. The Contracting Officer makes the determination of whether a change can be incorporated as a modification or requires a new task order to be processed. If the Contracting Officer is in doubt the issue should be addressed with the FEDCAC Procuring Contract Officer.

➔ STEP 10—PAYMENT PROCESSING

The contractor shall submit invoices directly to the Client Support Center or Agency designee identified in the Task Order. All payments shall be made in accordance with the "Payments" provision section I, under FAR Clause 52.212-4. Payment will be made for items accepted by the Government that have been delivered to the delivery destinations set forth in the Task Order.

The Government will make payment in accordance with the Prompt Payment Act (31 U.S.C. 3903) and Office of Management and Budget (OMB) Circular A-125, Prompt Payment. Unless otherwise provided by an addendum to the contract, the Government shall make payment in accordance with the clause of FAR 52.232-33, Mandatory Information for Electronic Funds Transfer Payment, which is incorporated by reference.

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FEDCAC IT Solutions

FEDERAL COMPUTER ACQUISITION CENTER

GSA

FEDCAC
FEDERAL COMPUTER ACQUISITION CENTER
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FTS
GSA Federal Technology Service

FEDCAC Regional Representatives		
Liaison Assignments	**Regions 1, 3, 6, 9, 11 (NCR), FEDSIM**	**Regions 2, 4, 5, 7, 8, 10, Center for Innovative Business Solutions**
Don Fleury, Director, Regional Sales Coordination, Federal Computer Acquisition Center 110 Hartwell Avenue, Ste 310 Lexington, MA 02421 (781) 860-7130 donald.fleury@gsa.gov	**Dick Gauthier**, Regional Sales Coordinator, Federal Computer Acquisition Center 110 Hartwell Avenue, Ste 310 Lexington, MA 02421 (781) 860-7116 richard.gauthier@gsa.gov	**Vince Violandi**, Regional Sales Coordinator, Federal Computer Acquisition Center 110 Hartwell Avenue, Ste 310 Lexington, MA 02421 (781) 860-7137 vincent.violandi@gsa.gov

FEDCAC's Proven World-Class Information Technology Solutions

Outsourcing

Provides Government agencies with IT solutions encompassing the management, operation, and maintenance of the desktop and its associated network infrastructure as a unified service on a fee-for-service basis. It provides Federal clients with the option to transfer to the commercial sector the responsibility and risk for providing and managing desktop, server, and communications as assets and services for their whole organization.

Industry Partners and Contract Numbers
DynCorp TechServ, LLC, GS00T98ALD0022
EER Systems, Inc., GS00T98ALD0017
Federal Data Corporation, GS00T98ALD0021
Getronics Government Solutions (formerly Wang), GS00T98ALD0011
IBM Global Services, Inc., GS00T98ALD0019
Litton PRC, GS00T98ALD0014
MULTIMAX, Inc., GS00T98ALD0013
SAIC, GS00T98ALD0023

Provides a fast, low-cost alternative for obtaining commercial IBM compatible, Unisys, Digital, and Honeywell mainframe processing and data center services from experience contractors.

Industry Partners and Contract Numbers
Computer Science Corporation, GS00T97ALD0003
SunGard Computer Systems, Inc., GS00T97ALD0004
Unisys Corporation, GS00T97ALD0005

The Outsourcing Desktop Initiative for NASA (ODIN) provides the Federal IT manager complete life cycle support of their desktop computing environments. It provides Federal clients with the option to transfer to the commercial sector the responsibility and risk for providing and managing desktop, server, and intra-center communications as assets and services for their whole organization.

Industry Partners and Contract Numbers
ACS (formerly Intellisource Information Systems, Inc.), NAS5-98145
Computer Sciences Corporation, NAS5-98141
DynCorp TechServ, LLC, NAS5-98142
Federal Data Corporation, NAS5-98143
Getronics Government Solutions (formerly Wang), NAS5-98146
OAO Corporation, NAS5-98144
SAIC, NAS5-98140

FEDCAC IT Solutions

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FEDCAC IT Solutions

Security

Provides smart card products and services, competitively priced to support a common, interoperable, multi-application Smart Card solution.

Industry Partners and Contract Numbers
EDS, GS00T00ALD0209
KPMG Consulting, GS00T00ALD0208
Logicon, GS00T00ALD0212
Maximus, Inc., GS00T00ALD0211
PRC, Inc., GS00T00ALD0210

Access Certificates for Electronic Services (ACES) facilitates secure on-line access to Government information and services by the public through the use of public key infrastructure/digital signature technology. It facilitates the review, retrieval, and exchange of information utilizing e-commerce in a secure transaction environment through the use of ACES certificates.

Industry Partners and Contract Numbers
AT&T Corporation, GS00T99ALD0008
Digital Signature Trust Company, GS00T99ALD0006
Operational Research Consultants, Inc., GS00T99ALD0007

Provides reliable, effective, economical computing and communications recovery services to the Federal Government, and other Government and non-Government organizations that process Federal and/or Federally mandated applications.

Industry Partners and Contract Numbers
Comdisco Continuity Services, GSOOT098ALD0009
IBM Business Continuity and Recovery Services, GSOOT098ALD0008
SunGard Recovery Services, GSOOT098ALD0010

Communications

A fast, flexible, and easy-to-use contract vehicle that provides smart telecom service solutions and network equipment. TELIS is your one source for integrated and competitively priced solutions across voice, video, and data technologies (including telecommunications and support services).

Industry Partner and Contract Number
EDS Corporation, GS00T97ALD0002

Total Solutions

The Millennia contract is designed to meet the Federal government's demand for large system integration and development projects by supporting its clients in a timely and cost-effective manner into the next millennium. Millennia covers all requirements for IT, under the general categories of software engineering, communications, and system integration. These categories include computer hardware, ancillary equipment, software, firmware, and services.

Industry Partners and Contract Numbers
Booz·Allen & Hamilton, Inc., GS00T99ALD0202
Computer Sciences Corporation, GS00T99ALD0203
DynCorp I&ET, Inc., GS00T99ALD0204
Litton/PRC, Inc., GS00T99ALD0206
Lockheed Martin, GS00T99ALD0205
Logicon, Inc., GS00T99ALD0207
OAO Corporation, GS00T99ALD0208
Raytheon Systems Co., GS00T99ALD0209
SAIC, GS00T99ALD0210
SRA International Inc., GS00T99ALD0211
Unisys Federal Systems, GS00T99ALD0212

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Industry Partner	Contract	Point of Contact
ACS (formerly Intellisource Information Systems, Inc.)	**ODIN** NAS5-98145	**Toni Harmon** – 301.918.4419 tharmon@acs-odin.com
AT&T Corporation	**ACES** GS00T99ALD0006	**Mark Spellman** – 202.776.5569 mspellman@ems.att.com
Booz·Allen & Hamilton	**Millennia** GS00T99ALD0202	**Joseph Logue –** 703.902.5108 logue_joseph@bah.com
Comdisco Continuity Services	**Disaster Recovery** GSOOT098ALD0009	**John Phillips** – 703.312.7412 jjphillips@comdisco.com
Computer Sciences Corporation	**Millennia** GS00T99ALD0203 **ODIN** NAS5-98141 **Virtual Data Center Services** GS00T97ALD0003	**Richard Davis** – 703.293.7460 rdavis39@csc.com **Don Simanton** – 281.335.5523 dsimanto@CSC.com **Ed Linhares** – 703.876.1450 elinhare@csc.com
Digital Signature Trust Company	**ACES** GS00T99ALD0006	**Keren Cummins** – 301.921.5977 kcummins@digsigtrust.com
DynCorp IE&T, Inc.	**Millennia** GS00T99ALD0204	**Ruth Bowers** – 703.261.5140 ruth.bowers@dyncorp.com
DynCorp TechServ, LLC	**ODIN** NAS5-98142 **Seat Management** GS00T98ALD0022	**Steve Hines** – 703.261.4971 stephen.hines@dyncorp.com
EDS Corporation	**Smart Card** GS00T00ALD0209 **TELIS** GS00T97ALD0002	**Stephanie Ambrose** – 703.742.1195 stephanie.ambrose@eds.com **Matthew P. Boles** – 703.742.2180 matt.boles@eds.com
EER Systems	**Seat Management** GS00T98ALD0017	**Richard Knapp** – 703.375.6677 richard.knapp@eer.com
Federal Data Corporation	**ODIN** NAS5-98143 **Seat Management** GS00T98ALD0021	**Mat Mahoney** – 703.934.7736 mathew.mahoney@feddata.com
Getronics Government Solutions (formerly Wang)	**ODIN** NAS5-98146 **Seat Management** GS00T98ALD0011	**Mike Jordan** – 703.827.3636 mike.jordan@getronicsgov.com **Tony Uretta** – 703.827.3974 tony.uretta@getronicsgov.com
IBM Business Continuity and Recovery Services	**Disaster Recovery** GSOOT098ALD0008	**Lou Garcia** – 301.240.8372 lgarcia@us.ibm.com

Industry Partner Listing

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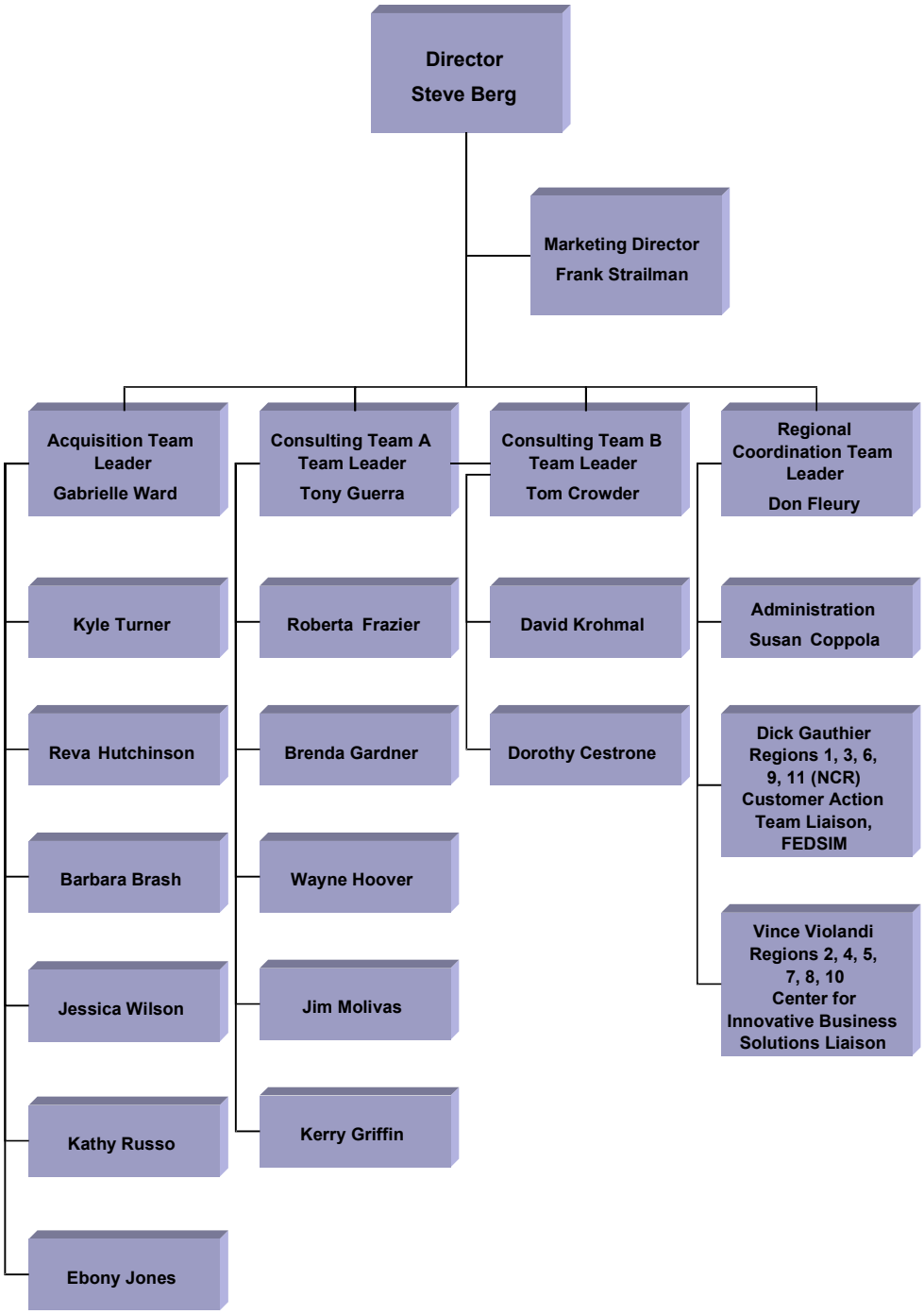
Industry Partner Listing

Industry Partner	Contract	Point of Contact
IBM Global Services, Inc.	**Seat Management** GS00T98ALD0019	**Rebecca Bush** – 301.803.3337 bushr@us.ibm.com
KPMG Consulting	**Smart Card** GS00T00ALD0208	**Jack Cassidy** – 703.271.2832, ext. 2800 jcassidy@kpmg.com
Litton PRC, Inc.	**Millennia** GS00T99ALD0206 **Seat Management** GS00T98ALD0014 **Smart Card** GS00T00ALD0210	**Tod Allen** – 877.284.6772 GSA_Millennia_PMO@ems.prc.com **Mac Oxford** – 703.620.8645 oxford_mac@prc.com **Kevin Kozlowski** – 703.620.8128 GSA_Smartcard_PMO@ems.prc.com
Lockheed Martin	**Millennia** GS00T99ALD0205	**Jeffrey Chesko** – 703.671.3407 jeffrey.chesko@lmco.com
Logicon, Inc.	**Millennia** GS00T99ALD0207 **Smart Card** GS00T00ALD0212	**Susan Bethke** – 703.205.3272 millennia@logicon **Jacquel R. Tomlin** – 703.205.3171 jtomlin@logicon.com
Maximus	**Smart Card** GS00T00ALD0211	**Brian McMillan** – 301.984.4210 maxrfp@maxitd.com
Multimax	**Seat Management** GS00T98ALD0013	**John Rivers** – 301.925.8222 jrivers@multimax.com
OAO Corporation	**Millennia** GS00T99ALD0208 **ODIN** NAS5-98144	**George Hayduk** – 301.489.8062 ghayduk@oao.com **Jack Garman** – 281.280.2240 Jgarman@Houston.OAO.com
Operational Research Consultants	**ACES** GS00T99ALD0007	**Michael Boorom** – 703.535.5305 booromm@orc.com
Raytheon Systems Co.	**Millennia** GS00T99ALD0209	**Joyce Sewell** – 301.794.5278 Joyce_A_Sewell@raytheon.com
SAIC	**Millennia** GS00T99ALD0210 **ODIN** NAS5-98140 **Seat Management** GS00T98ALD0023	**James E. Weatherbee** – 703.676.6578 weatherbeej1@saic.com **Glenn Dowell** – 703.676.0216 Glenn.W.Dowell@saic.com **Cary Osborne** – 703.824.6505 cary.r.osborne@saic.com
SRA International Inc.	**Millennia** GS00T99ALD0211	**Harold G. Boylan** – 703.558.7569 hal_boylan@sra.com
SunGard Recovery Services	**Disaster Recovery** GSOOT098ALD0010 **Virtual Data Center Services** GS00T97ALD0004	**Tom Sobocinski** – 703.326.4900 tsobocinski@sungardrs.com **JoAnn Williams** – 703.326.4914 jwilliams@sungard.com
Unisys Federal Systems	**Millennia** GS00T99ALD0212 **Virtual Data Center Services** GS00T97ALD0005	**Steven Missimer** – 703.620.7549 steven.missimer@unisys.com **Marlene Emmons** – 703.575.2505 marlene.emmons@unisys.com

Federal Acquisition Computer Center (FEDCAC)
January 19, 2001



FEDCAC Organization

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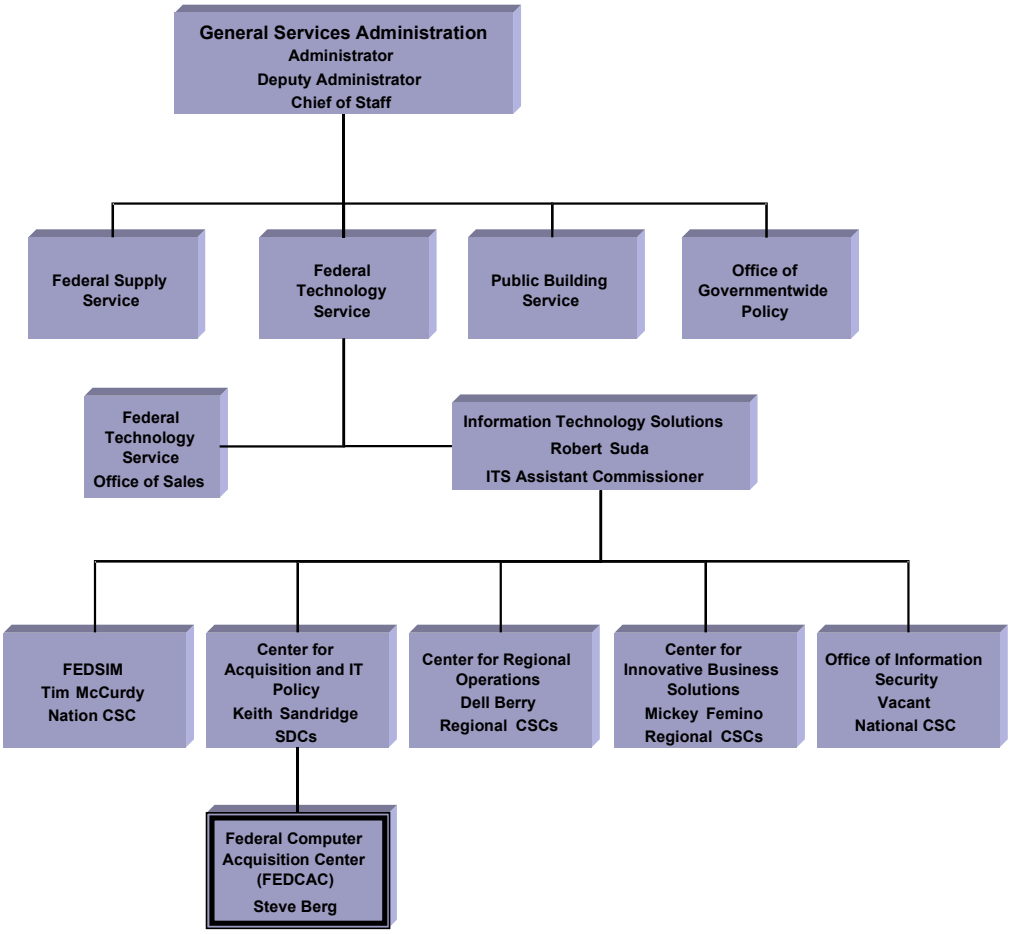
Where We Fit



Where We Fit

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FEDCAC Phone List

FEDCAC
6354 Walker Lane
Suite 200
Alexandria, VA 22310
Main phone: 703.306.7500
Fax Number: 703.306.7714

FEDCAC
110 Hartwell Avenue
Suite 310
Lexington, MA 02421
Main phone: 781.863.0104
Fax Number 781.863.9659

FEDCAC
1800 F. Street, NW
Room 2024
Washington, DC 20405
Main phone: 866.372.5907
Fax Number 202.501.4681

Name	Title	Phone Number	Location
Berg, Steve	Director	202-501-1568	Washington, DC
Strailman, Frank	Marketing Director	703-453-0490	Washington, DC
Acquisition Team—Director, Gabrielle Ward			
Ward, Gabrielle	Acquisition Director	703-306-7542	Alexandria, VA
Turner, Kyle A.	Contracting Officer	703-306-7545	Alexandria, VA
Hutchinson, Reva	Contracting Officer	202-501-1520	Washington, DC
Brash, Barbara	Contract Specialist	781-860-7118	Lexington, MA
Wilson, Jessica	Contract Specialist	703-306-7546	Alexandria, VA
Russo, Kathleen	Computer Acquisition Assistant	781-860-7142	Lexington, MA
Jones, Ebony	Staff Administrative Assistant	703-306-7544	Alexandria, VA
Consulting Team A—Team Leader Tony Guerra			
Guerra, Anthony	Business Development Director	781-860-7134	Lexington, MA
Frazier, Roberta	Program Analyst	703-306-7543	Alexandria, VA
Gardner, Brenda	Computer Systems Analyst	781-860-7140	Lexington, MA
Hoover, Wayne	Computer Systems Analyst	781-860-7136	Lexington, MA
Molivas, Jim	Computer Systems Analyst	781-860-7117	Lexington, MA
Coppola, Susan	Computer Acquisition Assistant	781-860-7131	Lexington, MA
Griffin, Kerry A.	Staff Assistant	781-863-0104	Lexington, MA
Consulting Team B—Team Leader Tom Crowder			
Crowder, Tom	Technical Manager	703-306-7541	Alexandria, VA
Krohmal, David	Technical Manager	703-619-6197	Alexandria, VA
Cestrone, Dorothy	Computer Specialist	781-860-7119	Lexington, MA
Regional Coordination—Team Leader Don Fleury			
Fleury, Donald	Business Development Director	781-860-7130	Lexington, MA
Gauthier, Richard	Computer Systems Analyst	781-860-7116	Lexington, MA
Violandi, Vince	Computer Systems Analyst	781-860-7137	Lexington, MA

FEDCAC Phone List

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FTS Solution Development Center
IT Product Guide

IT Solution	Purchase Type	How to Order	Contract Term	Access Fee
ACES	PKI, Electronic Certificates	Task Order	6 Years 9/99–10/02	2%
Disaster Recovery	Disaster Contingency Services	Task Order	5 years 9/98–9/03	0.5%
Millennia	Software Engineering, Communications, System Integration Services and Ancillary Hardware & Software	Task Order	10 years 4/99–4/09	1% Capped at 25K
ODIN	Outsourcing Desktop, Networking and Communication Services, NASA and Others	Task Order	9 years 6/98–6/07	1%
Seat Management	Outsourcing Desktop and Networking Services	Task Order	10 years 7/98–6/07	1%
Smart Card	Interoperable Smart ID Cards and Services	Task Order	10 Years 5/00–5/10	1%
TELIS	Telecommunications Products and Services	Task Order	5 years 6/97–6/02	1%
Virtual	Outsourcing Data Center Services	Task Order	10 years 2/97–2/07	1%

Have Solutions Will Partner

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Toll-Free: 1-866-372-5907

Product Guide

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SAMPLE*

MEMORANDUM OF UNDERSTANDING (MOU) BETWEEN

GENERAL SERVICES ADMINISTRATION
FEDERAL COMPUTER ACQUISITION CENTER
AND CUSTOMER SERVICE CENTER
FOR SEAT MANAGEMENT CONSULTING SERVICES

Memorandum of Understanding Agreement Number: **TBD**

1. Purpose. In accordance with this Memorandum of Understanding, the Federal Computer Acquisition Center (FEDCAC) will provide information technology (IT) Seat Management support to the NAME OF CSC, hereafter referred to as the "CSC".

2. Scope. The Federal Computer Acquisition Center (FEDCAC), hereafter referred to as FEDCAC, will work with the client to establish the requirements for Seat Management related tasks and develop a schedule acceptable to all parties.

3. Consultant Support. The FEDCAC will assign the necessary personnel to provide Consultant Support on a time and material basis as mutually agreed upon with the CSC. Such services may include development of the Seat Task Order Request and assistance with the evaluation of the proposals received.

4. Seat Management Order. The FEDCAC will provide a delegation of procurement authority to the CSC Contracting Officer. In return the CSC will provide FEDCAC with:

a. Copies of Section B (including all schedules) and Section C within 5 working days of awarding or modifying a seat management task/deliver order.

b. Contract Access Fees:

1) GSA Seat Management Contract Access Fee. For use of this contract, the access fee is one percent (1%) of the total value of the task order. The contractors should be instructed in Sections G and L of the Task Order to NOT include the 1% fee in their cost proposals.

2) ODIN Contract Access Fee. For use of this contract, the access fee is one percent (1%) of the total value of the delivery order. The fee is divided between NASA (.25% which will be collected by the contractors) and the FEDCAC (.75%).

c. CSC Payment of Access Fees: **TBD—Based upon Master Contract and Other Terms**

***NOTE:** **This is a Sample MOU between a CSC and FEDCAC for Consulting Services**

Sample MOU

5. Point of Contact Information.

GSA FEDCAC Program Manager:

Name: _____
Address: _____
_____
Telephone: _____
e-mail: _____
fax: _____

GSA Financial Point of Contact:

Name: _____
Address: _____
_____
Telephone: _____
e-mail: _____
fax: _____

CSC Technical Point of Contact:

Name: _____
Address: _____
_____
Telephone: _____
e-mail: _____
fax: _____

CSC Financial Point of Contact:

Name: _____
Address: _____
_____
Telephone: _____
e-mail: _____
fax: _____

FUNDING.

Initial Obligation Amount: _____
BOAC Code: _____
Fed Code: _____
Accounting Code: _____
ACT No.: _____
BA: No.: _____
PEP No.: _____

GSA FEDCAC:

Signature: _____
Name: _____
Title: _____
Telephone: _____
Date: _____

CLIENT AGENCY

Signature: _____
Name: _____
Title: _____
Telephone: _____
Date: _____

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SAMPLE 1—FIRM FIXED PRICE

1.0 Introduction

- 1.1 Organization
  - 1.1.1 Identification and Address
  - 1.1.2 Agency Mission
- 1.2 Project Background and Objectives
- 1.3 IT/Networking Environment
  - 1.3.1 Services
  - 1.3.2 Hardware
  - 1.3.3 Software
  - 1.3.4 Networking

2.0 Technical Services Required

- 2.1 Task Description
- 2.1.1 Scope of Work
- 2.1.2 Statement of Work
  - 2.1.2.1 Milestone 1
    - 2.1.2.1(a) Deliverable #1
  - 2.1.2.2 Milestone II
    - 2.1.2.1(a) Deliverable #2
  - 2.1.2.2 Milestone III
    - 2.1.2.3(a) Deliverable #3
- 2.2 Acceptance Criteria
- 2.3 Expertise
- 2.4 Delivery Instructions
- 2.5 Other Direct Costs
  - 2.5.1 Incidental Supplies, Equipment and Materials
  - 2.5.2 Travel Requirements
  - 2.5.3 Travel and Per Diem
  - 2.5.4 Other Unique Costs

3.0 Government Furnished Resources

- 3.1 Facilities, Supplies and Services
- 3.2 Information Sources
- 3.3 Documentation

Sample SOW

4.0 Contractor Furnished Resources

4.1 Facilities, Supplies and Services

5.0 Administrative Considerations

5.1 Government Contacts

5.1.1 Acquisition

5.1.2 Technical

5.1.3 Client Representative (CR)

5.2 Place of Performance/Work Location

5.3 Hours of Work

5.4 Period of Performance

5.5 Security and Privacy

5.6 Personal Services

The Client has determined that use of the GSA contract to satisfy the requirements of the task order is not being used to procure personal services prohibited by Subpart 37.1 of the Federal Acquisition Regulation (FAR)

5.7 Government Review

5.7.1 Reports

(As directed by the Government these reports shall be prepared as defined in Millennia Lite, the SOW, or work orders.)

6.0 Special Instructions

6.1 General and Miscellaneous

6.2 Unique Reporting Requirements

(To be proposed by offerors, if applicable)

7.0 Standards and References

(To be proposed by offerors, if applicable)

8.0 Evaluation Criteria

9.0 Method of Award

SAMPLE 2—TIME AND MATERIALS

1.0 Introduction

1.1 Organization

Place of Performance of this task

1.2 Objective and Task Description

1.3 IT/Networking Environment

1.3.1 Hardware

1.3.2 Software

1.3.3 Networking

2.0 Requirements

2.1 Technical Task Description

2.2 Deliverables

The Contractor will be responsible for delivering all end items specified in the Work Orders as well as the Work Order forms themselves, to the Client Representative. The Contractor will maintain a file of started, completed and ongoing order forms. All deliverables must meet professional standards and the requirements set forth in the contract and work orders.

2.3 Security and Privacy

3.0 Government Furnished Resources

3.1 Facilities, Supplies and Services

4.0 Contractor Furnished Resources

4.1 Facilities , Supplies and Services

5.0 Administrative Considerations

5.1 Points of Contact

5.2 Task Work Hours

5.3 Travel

6.0 References

7.0 Resources Required (Optional)

The paragraph may include such language as:

"In accordance with Staffing Guidelines of the Contract, historical data, or in the professional judgement of the Government technical point of contact, the requirements identified in this document can be accomplished with the level or staffing delineated below."

The estimated Skill Level number, regular hours, overtime, and/or additional hours (for other than Wage Determination skill levels) will be listed here.

8.0 Evaluation Criteria

9.0 Method of Award

Sample SOW

SAMPLE 3

1.0 Background

2.0 Scope and Objectives

3.0 Statement of Work

3.1 Task 1—Task Description

3.1.1 Task 1.1

3.1.2 Task 1.2

3.2 Task 2—Task Description

3.3 Task 3—Task Description

4.0 Period of Performance

For Firm Fixed Price (FFP): The Project Start Date shall be within (insert appropriate number of working days here-must match Milestones and Deliverables schedule) working days after task order award.

For Time and Materials (T&M): The Period of Performance for this task order is from the date of award through (enter calendar days, weeks, or months, as appropriate). Exercise of any options to extend the term of this task order will extend the period of performance through the specified delivery schedule for the exercised option. However, the total duration of this task order, including the exercise of any options, shall not exceed (calendar days, weeks, or months, as appropriate) When calculating the period of performance begin at date of award and end 8 weeks beyond the final deliverable to allow for acceptance of that deliverable.

4.1 Task Order Schedule and Milestone Dates

The following schedule of milestones will be used to monitor timely progress on this task order. Date of Award designates Project Start. This schedule is required to meet mission objectives. Variances to this schedule will be reviewed and may or may not be acceptable.

4.2 Place(s) of Delivery

All correspondence and reports related to this task order exclusive of the deliverables shall be delivered to the CO at the following location or as a specified in each task order.

Each copy of all correspondence and reports related to this task order including the deliverables shall be delivered to the designated Government points of contact.

5.0 Assumptions, Conditions, or Exceptions

Offerors shall identify and document all (if any) assumptions, conditions, or exceptions upon which the technical part of this proposal is based. All assumptions (both technical and price) shall be included in the oral presentation.

6.0 Method of Award

Sample SOW

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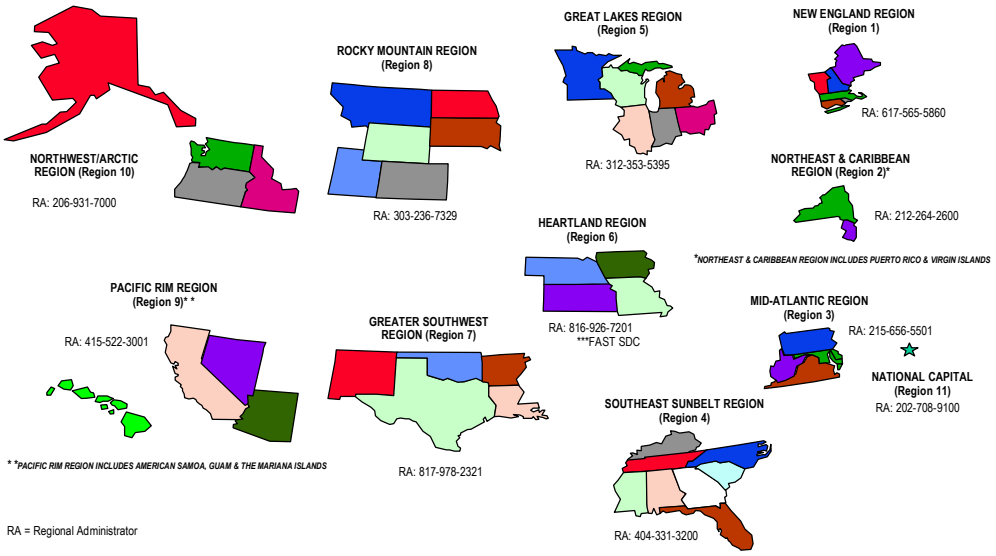
Regional IT Solutions Directors			
Region	**Name and Phone Number**	**Region**	**Name and Phone Number**
Region 1	Andrew J. Grichtmeier, 401-849-6152	**Region 7**	Sharon O'Toole, 817-978-3687
Region 2	Joseph E. Urbanik, 212-264-4780	**Region 8**	Dan Blackburn, 303-236-7425
Region 3	Mark D. Aucello, 215-656-8664	**Region 9**	John D. Powell, 415-522-4558
Region 4	Rosalind B. Fullerton, 404-331-3175	**Region 9 South** **Region 9 North**	Arthur Duggan, 858-537-2209 Marie Hamilton, 510-637-3872
Region 5	Howard R. Norris, 312-886-8814	**Region 10**	Jim Swartwood, 360-475-6801
Region 6	Wayne M. Cooper, 816-926-7576	**Region 11**	Curtis L. Wilson, 202-708-7700



Regional IT Solutions Directors

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Toll-Free: 1-866-372-5907

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